



Community HealthNet Health Centers Patient Experience and Clinical Quality Measures



Patient Experience Survey Results

Thank you for taking the time to participate in our patient satisfaction surveys. We truly value your feedback. Your responses are vital in helping us provide the highest quality and most effective care possible. Here are some of your responses from the first quarter of 2017:

"I'm always happy to come in and learn new things about my baby's growth, and everyone is eager to see me."

"I was seen today and loved the staff and how the care is centered on family. Love this place!"

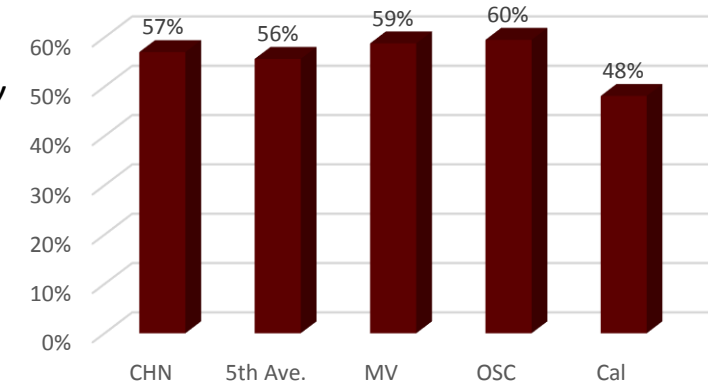
Clinical Quality Measures Results

Community HealthNet uses performance data to identify opportunities for improvement and acts to improve clinical quality, efficiency, and care coordination.

Here are some quality measures:

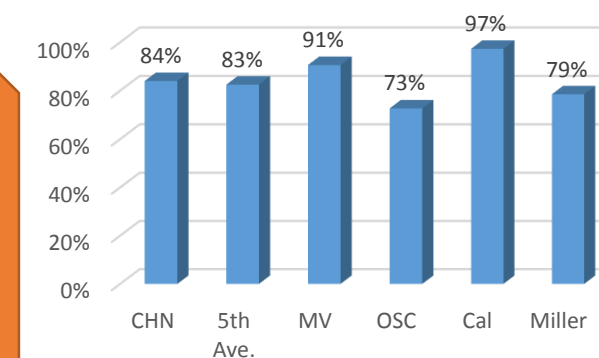
Diabetes* - 2016

57% of patients 18-75 diagnosed with **diabetes** had their hemoglobin tested & under control (A1c <9). Outcomes for Patients with diabetes are sensitive to primary care interventions to ensure timely supervision and proper self-management (ADA).



Medication Reconciliation - 2016

84% of transitions of care in which a patient was transitioned into the care of Community HealthNet had their **medications reconciled** by CHN against the external list obtained from the patient, hospital or other provider



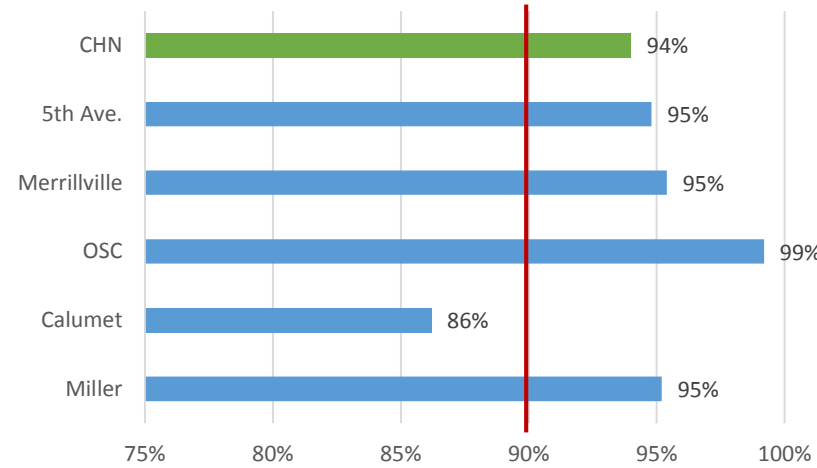
We will work with you to continuously improve these measures and ensure that all our patients receive high quality care!

Your Medical Home Team would like to thank you for all that you do to help us be successful in your care!

*Evidence Based Guideline: American Diabetes Association
<http://professional.diabetes.org/content/clinical-practice-recommendations>
OCHIN education guide health maintenance documentation

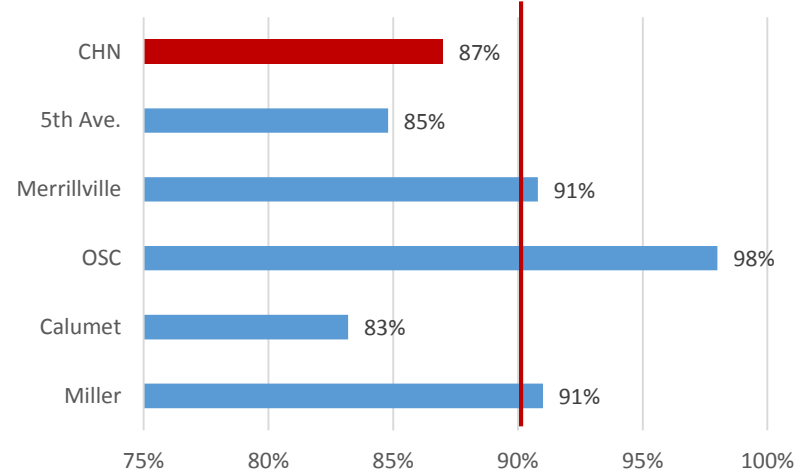
Where we are performing well according to you

CHN Staff Friendly/Helpful, Give Good Advice, Listen, Answer Questions



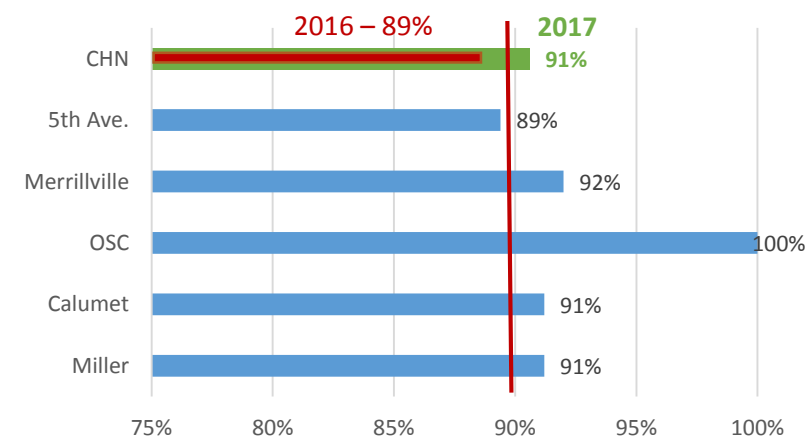
Where you would like to see improvement

Wait Times (Lobby, Exam Rooms, Testing, and Results)



Where you said we needed to improve and we did!

Ability to get in to Clinic to be seen (89% Q4 2016)



So, we learned from you that we have some room to improve! Here is what we are doing, or have done, to improve in those areas:

- In 2016 we adjusted our scheduling workflow to increase the number of staff able to schedule an appointment, increasing your **ability to get in to the clinic**.
- We have upgraded our phone system to include more features ensuring **increased access** when calling and more **efficient management of messages**.
- The first half of 2017 we will be evaluating the total visit time for our patients, from start to finish, in order to identify ways we can **improve the wait time** during various stages of your visit.

